



From Helen's desk



2011 started out as the year of action. In you are in Canterbury, there is certainly plenty of action and activity underground.

This is a time that you value the power of the people and the new world of global alliance that is the web. What control does this new super power bring to bear on us? The intelligence of the web enlightens us with options, choices and information to give us the opportunity to make informed decisions. The internet is the new economy, being created by the people for the people. Take a moment and LOOK at your web site, compare it to others in your industry. Will it sell your service or product easily? Will it provide the consumer with the information they need on your product? Will it persuade the viewer to purchase your service or product - is it conveying enough information and can you supply in a reasonable timeframe? Take a moment and think seriously about this new media. Give us a call and talk it through.

On a sad note for the team at HHA - our Salesman, Andy Hodgson, has made the decision to return to England. He and his family arrived from England prior to the first earthquake. Our thoughts are with Andy, and we wish him well on his travels.

Helen Henderson
Implementing Customised Office Systems that Work

From Phil



10th August 2011 - Wednesday
Discover the Secrets of
Website Persuasion

The Chateau on the Park - Christchurch

Where: Cnr Deans Ave & Kilmarnock Street
Great Hall
Registration: 9.45 am
Start: 10.00 am **End:** 12 noon
Presenter: Glen Sharkey
Cost: Free

You will learn:

- The two key factors that will determine whether your website succeeds or fails
- Why it is important to continuously measure the performance of your website

- How you can use simple techniques to consistently improve your website results
 - A step-by-step guide to convince your website visitors to take the action you want them to take
 - Exactly where you should start to get things going
- To register please visit www.zeald.com

Help Desk...

Postal Codes - Are you up to date?

Please check that you have the latest addresses available. This database is constantly being updated, with updates available online at the click of a button.

The current version has an expiry date of **30/09/2011**
– **UPDATE TODAY.**

To check – Admin, Post Codes, Address Tab and click on the check button and follow the prompts. If you encounter any problems, please give us a call on 03 693 1121 option 1 for assistance. We encourage you to check for updates as part of your Month End.

Some Hot Tips

No more paper cuts

Save postage and toll calls – consider emailing your invoices, statements, purchase orders or remittance advices.... emPOWER and finPOWER can prepare a safe and convenient PDF document for automatic emailing to your customers & suppliers.



Has your screen changed or lost a column?

Simply reset your signon. Close emPOWER, click on ICON or Shortcut, type in the User ID/Password, **hold down** the shift key before clicking OK. Go into the menu window required and release the shift key.

Bank Reconciliation variance?

Please contact our Help Desk if you receive the following message when committing your bank reconciliation:

WARNING: The bank account's cash balance does not equal the asset account's balance in the general ledger

To remove the GREEN lines when printing Reports

When you have selected a Report, click on the Printer tab in the Selection window, right click on the Report Heading area at the bottom, and select your preferred colour, (white if you wish to suppress the stripes) - the lighter the better. The Printer tab window also gives you the option to change your report to portrait or landscape, or to scale your report.

Processing seems to be slower than usual

If your database is slow and not SQL, it may require compacting – Contact the Help Desk for a Fact Sheet.
Help Desk 03 693 1121 option 1.

Group Training...

emPOWER & finPOWER Training

Our next training course will be held in our Christchurch office on:

Wednesday 22nd June 2011
emPOWER & finPOWER Integration
1pm – 3pm

Book your seat today or register your interest with amanda@helenhenderson.co.nz.

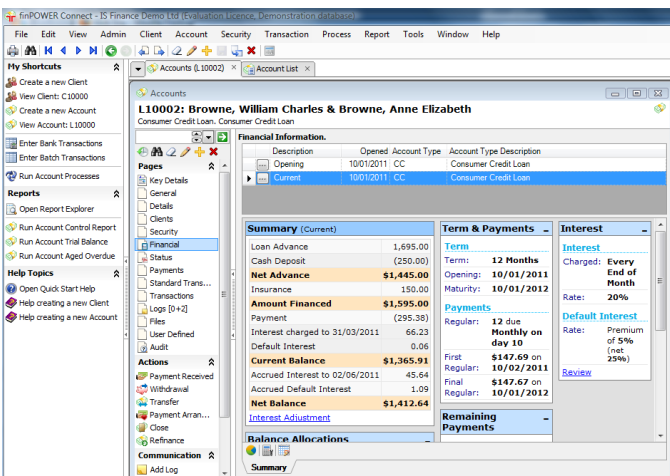
Software News...

finPOWER CONNECT

After the series of successful Intersoft roadshows in April 2011, the upgrading process of our finPOWER customers to finPOWER Connect is now well under way.

Embracing the latest technological advancements, finPOWER Connect further increases business efficiency with the automation of routine daily tasks and the highlighting of areas to watch out for; and the ability finPOWER Connect has to accommodate flexible loan types and a flexible repayment structure further improves a finance company's ability to satisfy its clients' particular requirements in a way that works for everyone.

finPOWER Connect is web enabled, which allows its users remote access that can be monitored and controlled on a per user basis and also allows clients access to their account details, thus enhancing client services. Multiple loan screens can be open at the same time and the Advanced External Parties facility enables any additional identities of the clients to be recorded against their loans.



For more information on the latest finPOWER Connect news and upgrade updates please contact Phil.

Fuel Adjustment Factoring



Is the expense of fuel hitting you in the pocket?



Companies providing a transport service may like to consider using a Fuel Adjustment factor to on-charge the fluctuating fuel costs.

emPOWER and Freight Rating has several options for charging Fuel Adjustments to customers and can include different rates for individual customers, weekly or monthly customers, or it can be tailored specifically to your needs.

Thinking of Upgrading

Upgrading Microsoft Office can be expensive. To assist with keeping these costs down, we would encourage you to advise us when you are upgrading. Customised programs may need to be adjusted to your new software. To minimize downtime for your staff, we would suggest completing these changes before any complications arise.



Overdue Letters/Reminders

The team at HHA has a great way to improve your credit control procedures. Have you considered using a computer generated letter to your overdue customers? These letters can be set up with letterheads and signatures. The text can of course be altered to your requirements.

Letters print as Word documents for posting, and a setting provides for emailing (as PDF files) or faxing.

Letters usually contain the overdue breakdown by month of the customer's balance. Typically we have found that the letter will prompt the customer to look at the invoices they have with you, and then they request a statement to reconcile their account. You then have the opportunity to talk to your customer.

Each generated letter creates a log in emPOWER. Logs can carry an employee code on them so that they appear in the task list of that employee. Logs also have an action date – these ones are set to be 7 days out so that each employee receives a reminder when they sign onto emPOWER.

If required, we are able to write a file to the Files tab – which will contain the letter – this is an electronically saved copy which you can open at any time (the module is called Document Manager).

Give us a call and we can assist.

2011- The year of action?
03 693 1121